

Minutes of the
DESY Customer Meeting
Held at CMS, May 25, 2004

Attendees: Phone/Video: Tricenturion, Barbara Frank (ResDAC), Debbie Caldwell, Lynn Walker (EDS), Sandy Callard (University of Michigan), OIG Region 2,

CMS: Jack Fletcher, Barbara Roth, Walt Dunick, Roseanne Dean, Patte Roschitz, Brian Baranoski, Rosemary Thommen, Chuck Herboldsheimer, Russell Hendel, Linda Moscoe, Suzanne Asplen, Larry LaVoie, and Claudia Bullock

VIPS: Don Flohr

Opening Statement

Jack Fletcher opened the monthly meeting by welcoming everyone. This meeting was recorded for note taking purposes.

Operations

- o A lot of processing has been completed in the last month.
 - o For the next few weeks, all resources will be devoted to NCH processing. There are over 2100 requests to process in NCH with most of these in the older years.
 - o DESY in an emergency situation at present. Drastic measures may need to be taken. Robyn Thomas, DESY Business owner, and Jack are working together to handle the emergency situation.
 - o We don't have the capacity to meet demand.
 - o Not satisfying business needs.
 - o Emergency measures possible within the next month to month and a half.
 - o Want to prioritize effort.
 - o NMUD LOADS are completing more completely, as this processing has been given extra processors. The 'catch-up' phase that NMUD is currently in is almost complete. Soon they will be back on their regular schedule.
 - o We need to be smarter, providing support for the users to direct them on how to get their data in the easiest and fastest fashion. The following are possible areas users will be directed to:
 - o HCIS
 - o Various other datamarts
 - o CMS website
- DESY Release v5.0 will include the following enhancements, will be installed this week:
- 1) New statuses to give additional information on where your request is in the process.
 - o PREPARED FOR EXTRACT - queueing process is complete, and request is logged into DB2
 - o EXTRACT IN PROCESS - extract program has begun to select records for the request
 - o POST EXTRACT PROCESS - request is completing, processing through final action, encryption, and/or view as needed.
 - 2) A new feature will be available through the Help menu to view a release

history including enhancements and implementation dates for all DESY releases.

3) SSN to HICAN conversion.

- o Eliminates the need for DSAF legs 1 and 2
- o Both DESY and DSAF processing available through September
- o Found under Enrollment Datastore on front end
- o Two formats accepted
 - i. 18-byte layout, <ssn 9-bytes><birth date 8-bytes><sex cd 1-byte>
 - ii. 9-byte SSN file

Questions

Q: Can DESY create canned reports like other systems?

A: That is the goal of the other datamarts that are being created. To better educate users to proper place to find their data. DESY's job is not to create reports, extract data only.

Q: Is the current emergency situation caused by lack of resources or current workload, and is it temporary or on-going?

A: A little bit of both is the case. We can see in DESY an increased demand for data, while receiving less resources from the data center. Thus, all requests take longer to complete.